5 September 2018

Enhancements to the myplace provider portal have now been deployed to improve the participant search function.

The provider portal remained available during this upgrade. There were no impacts to the function of the portal. The portal has been, and continues to be, operational.

When searching for a participant in the myplace portal you will be asked to include the following participant information:

- Participant NDIS number
- Participant date of birth
- Participant surname

You will need to provide all of the above information to enable a participant search to be undertaken.

This enhancement will assist you to more effectively find and link with the participant you are providing services to.

The change will not impact other functionality in the myplace portal. For example, existing service bookings will remain unchanged.

If you are unable to search for a participant, please contact us on 1800 800 110 for further assistance.

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